Refine Search

Search Results -

Term	Documents
EXTRACT$	0
EXTRACT	170263
EXTRACTA	21
EXTRACTABALE	1
EXTRACTABE	1
EXTRACTABIES	1
EXTRACTABILITIES	17
EXTRACTABILITY	1142
EXTRACTABILITY-THE	1
"EXTRACTABILITY>"	1
EXTRACTABLE	7347
(L4 AND (EXTRACT$ WITH KEYWORD$)).USPT.	9

There are more results than shown above. Click here to view the entire set.

Database:
```
US Pre-Grant Publication Full-Text Database
US Patents Full-Text Database
US OCR Full-Text Database
EPO Abstracts Database
JPO Abstracts Database
Derwent World Patents Index
IBM Technical Disclosure Bulletins
```

Search:
```
L5
```

[Refine Search]

[Recall Text] [Clear] [Interrupt]

Search History

DATE: Sunday, September 19, 2004   Printable Copy   Create Case

Set Name Query	Hit Count Set Name
side by side	result set
DB=USPT; PLUR=YES; OP=ADJ	
L5 L4 and (extract$ with keyword$)	9 L5

h   e b   b   cg b   e e   ch

L4	L3 and (extract$ and (email$ or e-mail$)).ab.	22	L4
L3	709/$.ccls.	16309	L3
L2	L1 and keyword$	0	L2
L1	6662232.pn.	1	L1

END OF SEARCH HISTORY

h   e b   b cg b   e e ch

☐ Generate Collection

L5: Entry 1 of 9   File: USPT   May 4, 2004

DOCUMENT-IDENTIFIER: US 6732156 B2
TITLE: System for routing electronic mails

<u>Abstract Text</u> (1):
A system for routing electronic mails to one of a plurality of support persons in a
processing center is disclosed. Each person has a skill set that is suitable for
responding to a certain type of <u>e-mails</u>. The system comprises an <u>e-mail</u> server for
receiving the <u>e-mail</u> from a sender, an information <u>extractor for extracting</u>
relevant information from the <u>e-mail,</u> and a router for routing the <u>e-mail</u>. The
system contains a database for storing information related to all persons who can
answer <u>e-mails</u>. The system also contains a server for storing the history of all
activities in the system. The router can make routing decisions and perform load-
balancing and alert functions based on the information stored in the database and
the server.

<u>Detailed Description Text</u> (12):
FIG. 2 is a block diagram of e-mail-to-CTI-server adapter 110. It includes an e-
mail interface 202 for sending data to and receiving data from e-mail server 102.
Adapter 110 also includes an information extractor 204 for extracting relevant
information from e-mails. Extractor 204 contains a parser 206 for parsing the
content of the e-mails obtained from e-mail server 102. Extractor 204 also contains
a storage device for storing an algorithm 208 which directs parser 206 to extract
appropriate information from the content of the e-mails in accordance with
predetermined criteria. The extraction algorithm in extractor 204 is changeable
because the coding in algorithm 208 could be changed. Examples of relevant
information are: (a) Addresses: Typically, an e-mail has a portion that contains
the addresses of the sender and recipient. Extractor 204 directs parser 206 to
extract these e-mail addresses. (b) Time Stamp: Some e-mail contains the date and
time an e-mail is sent. Extractor 204 could direct parser 206 to extract this
information. This information may be more accurate than the time e-mail server 102
receives the e-mail because some e-mails may be delayed for more than a day due to
network problems. (c) <u>Keyword: The Extractor</u> may direct the parser to conduct a
<u>keyword</u> search on the content of the e-mails. Examples of keywords are name of
relevant products and services provided by the company, special words such as
"bugs," "virus", "crash" (for software products), "overheat" and "electric
shock" (for hardware products), and words of urgent nature (such as "urgent",
"ASAP", and "fast").

<u>Current US Original Classification</u> (1):
709/206

<u>Current US Cross Reference Classification</u> (1):
709/207

CLAIMS:

9. The system of claim 8 wherein one of the <u>extraction</u> algorithms includes a
parser, and wherein said one of the <u>extraction</u> algorithms uses the parser to search
for <u>keywords</u> in said e-mail.

19. The system of claim 18 wherein one of the _extraction_ algorithms includes a parser, and wherein said one of the _extraction_ algorithms uses the parser to search for _keywords_ in said e-mail.

27. The system of claim 26 wherein one of the _extraction_ algorithms includes a parser, and wherein said one of the _extraction_ algorithms uses the parser to search for _keywords_ in said e-mail.

37. The system of claim 36 wherein one of the _extraction_ algorithms includes a parser, and wherein said one of the _extraction_ algorithms uses the parser to search for _keywords_ in said e-mail.

47. The system of claim 46 wherein one of the _extraction_ algorithms includes a parser, and wherein said one of the _extraction_ algorithms uses the parser to search for _keywords_ in said e-mail.

h   e b   b g ee e f   e   e   e g